

WHAT'S

keeping staff informed & current

Pharmacists improve the community's health

As Chief Pharmacists for the Orange County Central Jail, Musick and Theo Lacy Correctional Pharmacies, Erenia Perry, Pharm. D., MS, and Lilly Nakaiye, Pharm. D., ensure that proper pharmaceutical services are planned for the residents of the jails as well as providing pharmacy services to physicians, nurse practitioners, registered nurses and licensed vocational nurses. The services they provide also extend to the resident minors at Juvenile Health Services, which is comprised of the facilities at Juvenile Hall, Orange-wood and Juvenile Camps.

Not limited to just the provision of prescriptions, both Erenia and Lilly's activities also incorporate the provision of drug information, and prevention of medication interactions and complications. Sharing an interest in providing the best pharmaceutical services to the clients they serve, Erenia and Lilly work together to ensure that the goals of the Correctional Medical Services (CMS) Program are fulfilled and collaborate closely with other professionals in the community to gather knowledge and learn new things.

"The profession of pharmacy requires interaction and collaboration with many other professions," said Lilly. "We have been fortunate to be able to gain new knowledge and experience from the professionals we have come to meet."

Both graduates of the University of Southern California with Doctor of Pharmacy degrees, Erenia and Lilly have experience as Orange County Sheriff's Department Professional Services Reserve Officers. In this volunteer position Erenia had the opportunity to become involved with the Samantha Runion case by answering hotline calls during the investigation, and Lilly served as a member of the Weapons of Mass Destruction team.

Erenia began her career with HCA in 2001 as Chief Pharmacist. She was first motivated to pursue a career in pharmacy when she was a sophomore in high school. She was interested in a healthcare career and soon found a desire to learn about innovative medications designed to treat various disease states.

Prior to joining HCA, Erenia worked as a Clinical Pharmacist for a hospital in Santa Monica and was quickly promoted to Assistant Director, later becoming the Director of Pharmaceutical Services. Erenia has also worked as a pharmacy manager in a homecare company, and as a general manager, where she was responsible for providing intradialytic and peritoneal solutions for dialysis patients in 25 Western states.

"The desire to make people feel better and improve their health so that they can have a better quality of life to live longer is what really motivated me to pursue a career in healthcare," said Erenia.

Lilly has been with HCA since 1991 and began her career as the Pharmacy Director of the CMS Pharmacy in the Central



Men's Jail. She is currently involved in assuring that the new pharmacy being built at Theo Lacy will be compliant and operational once opened, and shares the responsibility and representation of the Pharmacy Department in the Pharmacy and Therapeutics Committee with Erenia.

Before joining HCA, Lilly was introduced to the medical side of corrections as a consultant to the Long Beach Jail and the Long Beach Public Health Department. This practice area of pharmacy was quite different from Lilly's previous exposure, which involved working at UCLA, Kaiser Permanente and community pharmacy settings.

"For as long as I can remember, I have always enjoyed chemistry and biology," said Lilly. "My attraction to these two sciences resulted in a narrowing of options for my career choice and the profession of pharmacy allows me to indulge my desire to work with people in a variety of professions."

Both Erenia and Lilly are acknowledged for their positive efforts in identifying savings for CMS. Erenia has been able to

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HCA Online Requisitions

Working together with Auditor-Controller Countywide Accounting and Personnel System (CAPS) staff, HCA is leading the County into electronic requisitioning for services and supplies. HCA has completed the implementation of the new electronic requisitioning system which allows requisitions to be entered online, automatically routed (by email) to designated approvers and on to Purchasing. Five hundred HCA employees from 38 different programs have been trained to use the new system. Some of the benefits of the new system include:

- Significant reduction in processing time;
- Initiators now have the ability to track the status of their requisitions on line;
- Approvals by supervisors and budget analysts are now done on line;
- The system provides audit trails for authentication purposes; and
- Purchasing can review and convert the requisitions into purchase orders or contracts online.

In June 2003, an initial analysis was conducted to evaluate time savings created by the newly automated requisition system, using the Women Infant Children (WIC) program as a pilot. The findings were dramatic. Requisition-processing time for WIC during the period from January 2003 - June 2003 had been reduced from an average of 2 weeks to 2 days. Now that all programs are online, HCA Purchasing is conducting a new study to examine time savings over a variety of programs, and the results of that study will be available in the coming weeks.

With the implementation of the new system, there has been a noticeable change in the overall perception of the HCA purchasing process. The improved system has created a more satisfied customer population, and the streamlined process has allowed for more effective use of Purchasing staff by reducing the number of calls they handle to answer questions on the status of requisitions. HCA Purchasing staff can now dedicate more time to focusing on their objective of pursuing significant cost savings for the Agency.

During the implementation phase, the HCA and CAPS team encountered and overcame challenges such as meeting the needs of multiple users, and meeting the project implementation schedule despite competing priorities and limited resources. We are now working with CAPS to implement the next stage of the automated system, electronic receiving, which will allow programs to receive shipments and electronically notify Purchasing and the Auditor-Controller. This will not only reduce paper flow, it will also speed up payments to vendors, which ultimately could result in improved prices.

Continuing challenges include ongoing training of new users, resources for staffing the Helpdesk, and monitoring the suspense file to identify and correct requisitions which have errors in information or coding. Quarterly training sessions will be conducted starting December 2003 using the "super user" concept. If you have training needs or questions regarding the electronic requisitioning system, you should contact Bruce Thomas in Purchasing at (714) 834-5108.

HCA Purchasing wants to thank Auditor-Controller staff, HCA IT, Program Support personnel and, particularly, program staff, for making this such a successful project.

Added features to MCAH website

The Maternal, Child & Adolescent Health (MCAH) Program recently added two new features on its website to assist the community and providers in locating a variety of helpful services available to them. By visiting www.ochealthinfo.com/mcah/caa.htm online, individuals may locate Certified Application Assistants in their area who are ready to help answer questions in completing the combined Medi-Cal/Healthy Families Application. Individuals may also find a listing of local Dental Service Providers in their area by visiting www.ochealthinfo.com/mcah/dental.htm.

DECEMBER HEALTH OBSERVANCES

National Drunk and Drugged Driving Prevention Month

Safe Toys and Gifts Month

National Aplastic Anemia Awareness Week 1-7

National Hand Washing Awareness Week 7-13

Flu season is here

Flu season has gotten off to an early start in many parts of the United States, with Influenza A already being reported in several states. This is a good reason to consider rolling up your sleeve and getting a flu shot, with low-cost flu shots being made available this year by HCA Employee Health Services.

Now through the month of December, Employee Health will be offering flu vaccine to County employees for just \$11 at the Employee Health Services clinic located at 405 W. 5th Street, Suite 601 in Santa Ana. To check on times for the flu shot clinics, please call Employee Health at (714) 834-5974 before going to their office.

Some County employees have been able to take advantage of flu shot clinics held at their work locations because their jobs place them at an increased risk of contracting and transmitting the flu. These clinics will wrap up during December at the Sheriff Department's Intake and Release Center and the James Musick Jail.

Each year's flu shot is designed to provide protection against the major types of flu expected that year. You cannot get the flu from a flu shot because the vaccine is produced from an inactivated or "killed" virus that is incapable of giving you the flu. Another benefit of the flu vaccine is helping to preserve your annual leave time, so for your health and the health of others around you, consider a flu shot as part of your healthy lifestyle.

Gold Star

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work with various pharmaceutical companies in collecting discounts that are available and recently collected a large rebate, while Lilly, early on in her association with the County, worked with HCA Purchasing to change how CMS acquired pharmaceuticals by associating with a Purchasing Group. Lilly also collaborates and coordinates the provision of educational programs and equipment from pharmaceutical companies at no cost to the County.

Additionally, staff acknowledge the professionalism and positive hard-working nature that both Erenia and Lilly display. They have made quite an impression on program staff, who strive to maintain the same professional and proactive demeanor displayed by this duo of chief pharmacists.



Robin receives Exemplary Service Award



Congratulations to Robin Fontaine of Alcohol & Drug Abuse Services for receiving the Orange County Mental Health Board's (MHB) quarterly "Exemplary Service Award," which acknowledges staff who demonstrate a personal commitment to quality and serve as an example to others. In addition to the MHB award, Supervisor Chris Norby also presented Robin with a proclamation during a Mental Health Board meeting held on October 22nd.

Robin works in Evaluation and Treatment Services and at Royale Therapeutic Residential Community where she serves as a "linkage" to her clients. Robin identifies clients with dual diagnosis or alcohol/drug problems and helps link patients to the appropriate outpatient clinic or other community organization for assistance. She has also been an educator and presenter at the Annual Cultural Competency Conference.

Robin is acknowledged for her positive impact in alleviating suffering of mentally ill and dual diagnosis patients while advocating with compassion and kindness for each client she has worked with.

Chongge honored for positive contributions

Hats off to Chongge Vang of HCA Health Promotion's Multi-Ethnic Education Services Program on receiving the Time Warner, Adelphia & International Channel Networks 2003 Vision in America Award. The award was presented to Chongge during the "We the People - A Celebration of Citizens" event held at Bowers Museum in Santa Ana on October 14th. Chongge was acknowledged for his positive outreach and contributions to the Asian population in Orange County, specifically the Hmong and Laotian communities.

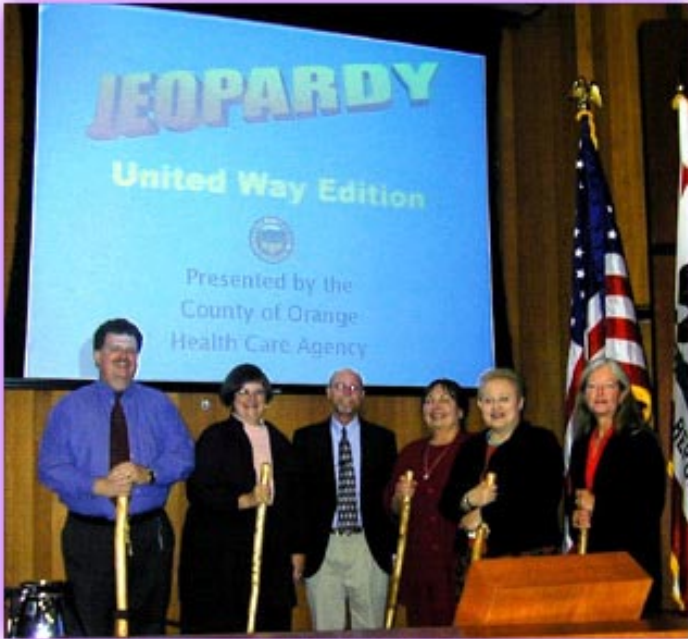
Aside from his duties at HCA, Chongge also serves as President of the United Lao Movement for Democracy, where he assists Hmong and Laotian immigrants in becoming United States citizens and helps guide them in receiving proper healthcare and other social services support. Chongge also administered the Agency's 2003 Hmong Healthcare Survey, which can be accessed online at www.ochealthinfo.com/public/ethnic.



Chongge Vang from HCA's Multi-Ethnic Education Services Program received the 2003 Vision in America Award from Time Warner, Adelphia & International Channel Networks at the "We the People" event held at Bowers Museum on October 14th. Pictured (left to right) are Chongge Vang, Congresswoman Loretta Sanchez and Frank Sun, Co-President of the Asian American Senior Citizens Service Center.



The Garden Grove Medical Therapy Unit was proudly on display during an October 15th Open House hosted by California Children's Services. The unit, located at 6202 Cerulean Avenue, is the newest unit for the CCS program and provides physical and occupational therapy services to eligible area children. Those attending the event included Diana Weber of the Garden Grove MTU, County Health Officer/Deputy Agency Director Dr. Mark Horton, and CCS Division Manager Linda Boyd.



And the 2003 United Way Jeopardy Challenge winner is...the County Executive Office (CEO) team. After a grueling final round on October 30th, the CEO's team took home the gold as the winners of this year's Jeopardy game. Pictured (left to right) are Paul Lanning, Candy Haggard, moderator Jim Miller, Astrid Gritton, Lois Goldberg and Mary Ellen Fuelleman.



HCA's Contract Development and Management team eagerly waited for the next million dollar Jeopardy question during the semi-final rounds held on October 29th at the Hall of Administration. Pictured (left to right) are Debbie Box, Rob Balma, Patti LaPorte, Barbara Voelkel and David Francis.



HCA Facilities Acquisition and Management held a "Juice & Muffins on Wheels" event on Tuesday, October 21st to help raise funds for United Way 2003. JoAnn Bowland dressed as the Statue of Liberty and Bill Grey as Uncle Sam, made a stop at Julie Poulson's office at 405 W. 5th Street as they visited each floor at the building to sell juice and muffins.



Staffers cheered on the Quality Management (QM) team during the HCA Jeopardy Semi Finals held on October 29th at the Hall of Administration. Although the QM team took home 5th place, the annual Jeopardy Challenge proved to be a successful fundraising event again this year. Pictured (clockwise) are Lou Scarpino, Herb Rosenzweig, Curt Condon, Ron LaPorte, and Kris Troung.



An Event to Remember

While you're making out that list of things to do before the holidays, there's one thing you'll definitely want to include:

☒ **Complete Annual HCA Compliance Training!**

The annual HCA Compliance training effort is now in the home stretch with just a few days left to complete on-line training or a classroom training session. Just as a reminder, on-line training can be accessed at two locations:

On the HCA Intranet at <http://balsam/intranet/compliance/training.asp>, or on the Agency Internet at <http://www.ochealthinfo.com/training/index.htm>.

Annual Compliance training is mandatory and must be completed by November 26, 2003. Please allow 60 to 90 minutes to complete the on-line training and remember that you must complete the training in one continuous session - if you exit the e-training program before you complete the course, you will have to start over again at the beginning. You should also close out all other active programs on your computer, like Outlook, Word, etc., to prevent your computer from freezing up. At the end of the online training course, you will complete an electronic Certificate of Completion. Make sure you print a copy for your records before exiting the page. When you click on "Certify," the Office of Compliance will receive your electronic Certificate of Completion, which will be kept on file to document your participation.

If you have any problems accessing the training program or have any questions regarding Compliance training, please contact the Office of Compliance at (714) 568-5614.

The HCA Compliance Program offers a confidential telephone hotline to voice your concerns about any situation that may conflict with Compliance Program principles. You may call the hotline 24 hours a day, 7 days a week at:

(866) 260-5636



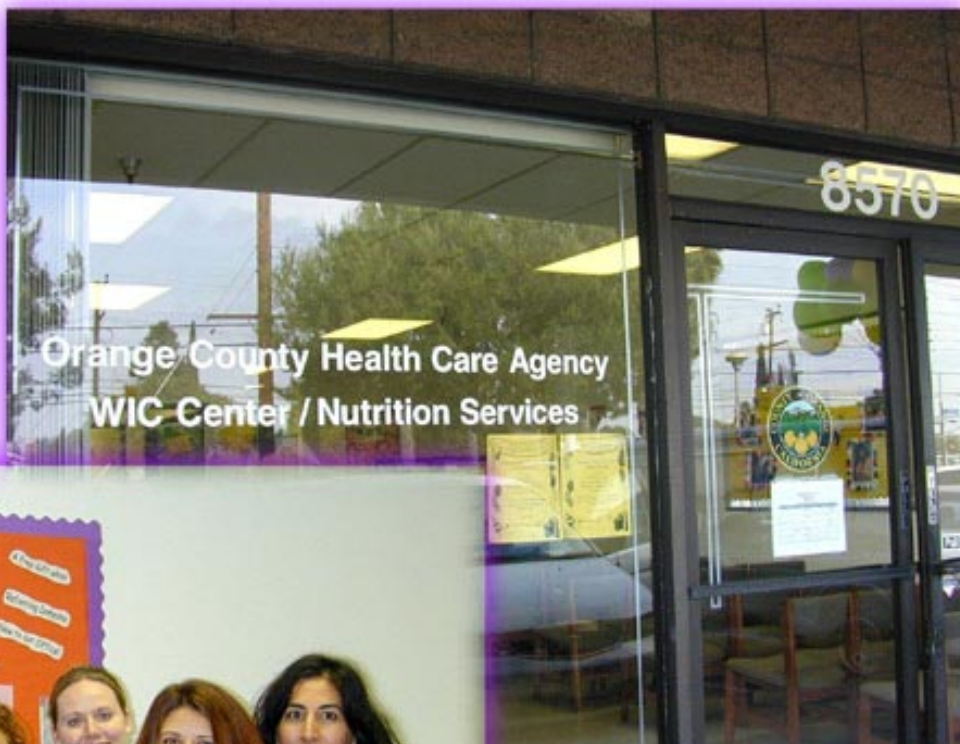
South Coast Medical Center, the Health Care Agency and Laguna Beach Community Clinic celebrated the establishment of a \$25,000 grant for a diagnostic services fund for eligible patients affiliated with the County's Medical Services for Indigents (MSI) Program on October 28th at South Coast Medical Center (SCMC). In attendance was Board of Supervisors Chairman, Thomas Wilson who presented SCMC with a proclamation. Pictured (left to right) are Erica Waidley, Executive Director of the Laguna Beach Community Clinic, HCA Director Julie Poulson, Chairman Wilson, and Gary Irish, CEO of South Coast Medical Center.



HCA Nurse Practitioners celebrated Recognition Week on Nov. 2-8 and gathered at the 17th Street clinic on October 27th for a potluck luncheon. HCA Director Julie Poulson, Steve Thronson and Kathleen Parris were in attendance to praise the NPs for their outstanding dedication to the community. Pictured (front row, left to right) are Ana Pope, Charmaine West, Lyvia Villegas, Kathy Eldred, Jeanne Ming and Debbie Otto. Pictured (back row, left to right) are Cathy Smith, Andrea Anzalone, Shirley Halbur, Nancy Pinedjian, Judy Davis, Julie Poulson, Steve Thronson & Kathleen Parris.

(Right) The Women, Infants & Children (WIC) Program hosted an open house on October 29th to celebrate the opening of a new center located at 8570 Warner Ave. in Fountain Valley. The open house drew a mix of clients, staff and community organizations who were interested in learning more about the program and its services.

(Below) HCA staff stationed at the new Fountain Valley Women, Infants & Children (WIC) presented clients and guests with tours of the facility at the open house held on October 29th. Pictured (back row left to right) are Pat Chang, Maria Eaton, Janette McMillin and Nelida Chavez. Pictured (front row left to right) are Christina Herrera and Adriana Garcia.



Bringing good cheer to those in need

Helping those in need this holiday season is one of the goals of Holiday Hope, an HCA holiday program designed to provide the Agency's neediest clients with adequate food during the holidays. Holiday Hope provides food and grocery gift certificates to families that may be at nutritional risk because of their low-income level. Gift certificates and/or cash donations to purchase other certificates are made possible through generous donations from members of the community and HCA staff.

Share in the joys and good spirits of this holiday season by participating in Holiday Hope and volunteering to feed a family by donating a grocery gift certificate. For more information, call HCA Volunteer Services at (714) 834-4144.

The implementation of the Agency's Integrated Records Information System (IRIS) was cause for celebration November 5th at a special event held at the Hall of Administration. Among those sharing success stories from the IRIS implementation was Elizabeth Bausman (left) of Correctional Mental Health Services.



health care agency
WHAT'S UP
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WHAT'S UP is a newsletter for employees of the County of Orange, CA, Health Care Agency.

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Your Input

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